



VENTURA COUNTY
AMBULATORY CARE

GRIEVANCE INFORMATION AND DATA

September 24, 2020

Grievances

Grievance is defined as a complaint or concern that cannot be resolved at the time of the event.

The patient can file a grievance, or anyone affiliated with the patient can file a grievance on their behalf.

Can be made verbally or in writing

All staff are trained and encouraged to communicate patient complaints or grievances to the AC Quality team

Requirements

CMS requirements:

- Thorough investigation of the issue(s)
- Respond letter of receipt to the grievance within 3 days of receiving the grievance
- Respond to the grievant with resolution within 30 days
- Provide the patient with a list of resources to contact if not satisfied with resolution

Internal goal:

- Resolution within 7 days

Approved VCHCA policy: 100.005 Patient Complaint Advocacy

Workflow

Ambulatory Care Administration Quality Department:

- Receive grievance-usually includes an in-depth conversation of the issue and what the patient would like to happen
- Send patient letter of receipt the same day
- Send clinic administration written grievance for investigation and resolution
- Assist clinic with investigation and resolution if needed
- Send patient letter of resolution and contact list
- AC determines if grievance should be driver for system change/process improvement

Improvement

We utilize grievances to improve care across the system.

For example: Patient filed a grievance because he was informed a urine culture would be performed. Our electronic medical record incorrectly automatically canceled the urine culture order when initial urine specimen was negative.

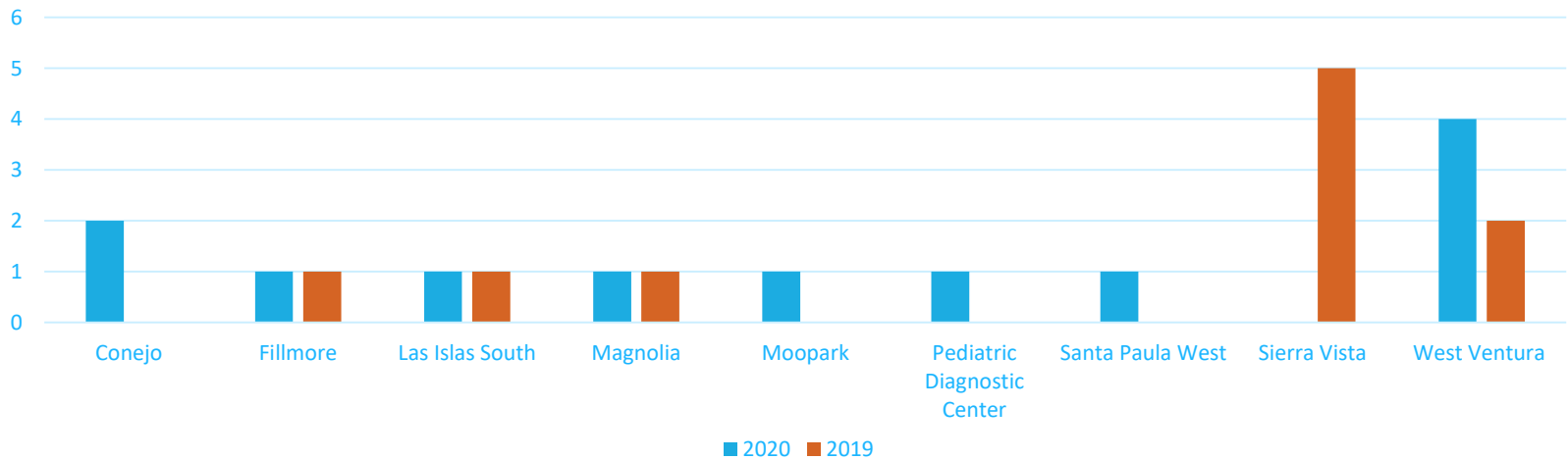
This issue was brought to our attention and we were able to work with informatics and physician leadership to fix this automation and prevent this error from happening again.

Grievance Data

Total Number of Grievances



Grievance by Clinic



Grievance Classifications

Patient Care: The grievant felt we did not provide excellent clinical care. Examples include: We didn't do a test the patient wanted, the patient didn't agree with our diagnosis, the patient was given the wrong medication, the staff didn't deliver medication on time, the patient felt bandage changes or bedding changes were delayed, etc.

Behavior: The grievant felt staff were inappropriate or uncaring. Examples include: The patient commented on bedside manner, tone of voice, perceived rudeness, comments that sound inappropriate, staff not attending to the patient's need, facial expressions, gestures, word choice, etc.

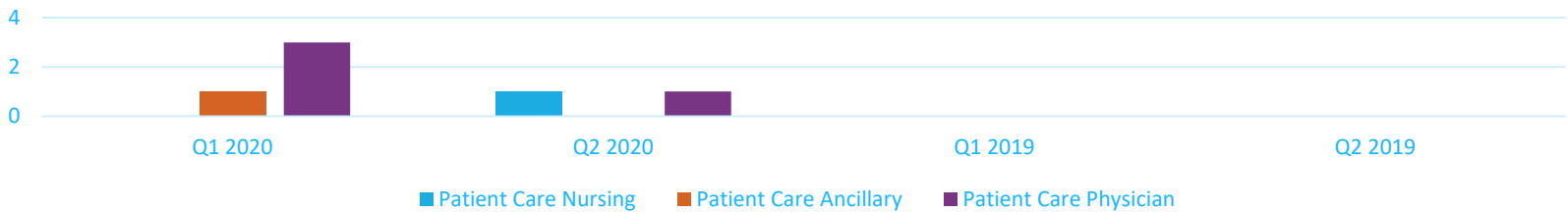
Miscellaneous: Concerns not related to patient care or behavior.

Grievance by Type

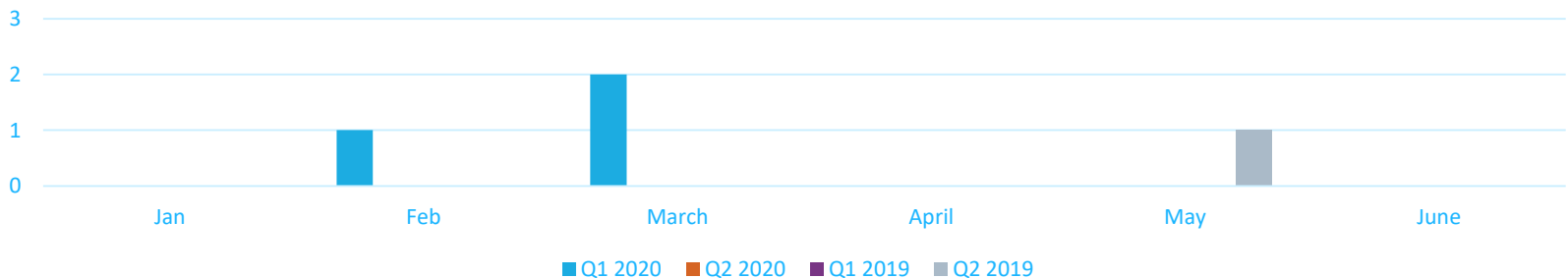
Behavior Grievances



Patient Care Grievances

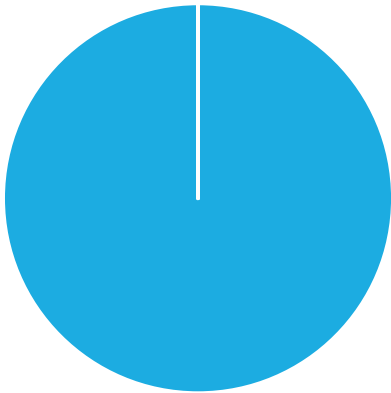


Miscellaneous Grievances



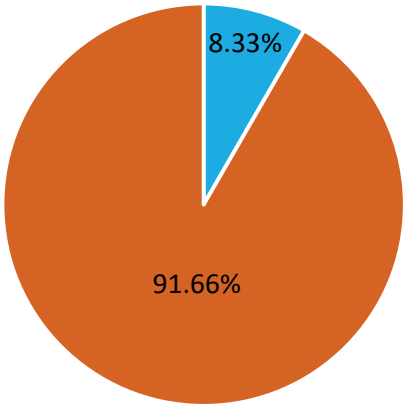
Timeliness of Grievance to Closure

Grievances by Time to Initial Letter of Receipt



■ % Receipt Letter within 3 Days ■ % Receipt Letter after 3 Days

Grievances by Time to Final Closure



■ % Final <7 days ■ % Final 7-30 days